

The ADMINISTRATOR



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NOMINATIONS DUE

The nomination deadline for the John R. Larkins Award is Dec. 15. This award is given annually during the State Employees' Martin Luther King, Jr. Day Observance Program to a state employee who best exemplifies the deeds of its namesake in human and race relations in the workplace and community. For information about the award or the event, visit www.MLK2011.nc.gov.

A MESSAGE FROM THE SECRETARY

As the holidays approach, I find myself thinking how fortunate I am to have been entrusted with the leadership of the Department of Administration. Since I joined you in March, I have seen firsthand the dedication and grit of our employees, who work hard to achieve the sometimes challenging goals set before them.

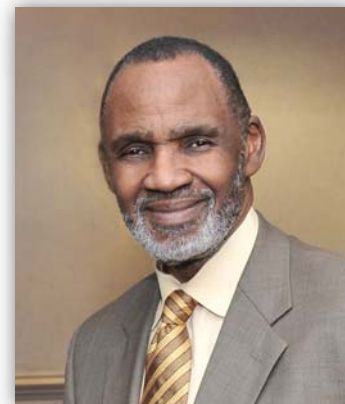
I would like to take this opportunity to thank each and every one of you – not only for your support of our efforts to streamline how we do business, but also for the sense of pride and commitment you bring to the job. I am confident that we will meet and even exceed our goals by continuing to pull together.

In this time of continued economic uncertainty, it is more important than ever that we focus our efforts very clearly on our [Strategic Plan](#). Our official playbook, the plan will document our successes as well as our misses; not only on the Division and Department level, but soon, also in individual performance management.

While this might concern some, I believe it is easier to win when you know the rules. Expectations here and throughout state government are high, but I am convinced that our employees will do what is needed to meet the mission.

I feel this way because I have seen ample evidence already. I'm sure you've seen it, too, which is why I want your input in selecting the [2010 DOA Employee of the Year](#). I invite each and every member of our team to [submit a nomination](#). We are looking for people who have exhibited the qualities that are reflected in the Department's mission of delivering services for other state agencies, state employees, our communities, and our fellow citizens effectively, responsively and cost-efficiently.

[Submit your nomination](#) by 12 noon Dec. 10 to jill.lucas@doa.nc.gov, then join us from 2-4 p.m. Dec. 15 for the annual DOA Holiday Reception. That's when we'll announce our honoree and celebrate, as a group, the good things we have achieved and the important acts that will follow in the coming year.



Secretary Moses Carey, Jr.

Moses Carey

The Department of Administration Holiday Reception

Join us for food and fellowship on
Wednesday, December 15, 2010, 2-4 p.m.
Commission Room, Fifth Floor Administration Building



ADMINISTRATOR SPOTLIGHT: RECOGNIZING EXCELLENCE IN STRATEGIC PLANNING

This time last year, the architects of DOA's Strategic Plan were putting the final touches on a new, comprehensive tool that would document the effectiveness of the Department's daily functions. It also was designed to measure our ability to effect changes to streamline business functions and increase overall efficiency.

Directed by the Secretary's Office, and developed in close collaboration with Lynn Summers of the Office of State Personnel, DOA's plan was commended for both its inclusiveness and its clear goals. Divisions each created a set of challenging tasks which required new ways of thinking and new methods of documentation.

Lead primarily by Christy Agner, who organized a series of meetings and spent countless hours reviewing documents, creating templates and assisting Directors, the plan is now DOA's official playbook. It is the repository of data that proves our success, both as a set of Divisions and as a Department. It also is where we find evidence of the need to modify longstanding practices into ones that function better.

So for this issue of THE ADMINISTRATOR, instead of singling out one employee or even a team, we dedicate the ADMINISTRATOR AWARD OF EXCELLENCE to everyone whose efforts had the greatest impact on a Division's ability to meet its stated Strategic Plan. Special thanks go to the Division Directors who submitted these recommendations.



AGENCY FOR PUBLIC TELECOMMUNICATIONS IVY HOFFMAN

The entire APT team contributes to the success of the outcomes defined by our strategic plan. Our No. 1 measure is customer satisfaction with our production services: from the person who answers the phones the first time a potential client calls, to the staff who write the scripts and work on the myriad elements that go into a production, up to the person who processes a final invoice, everyone has an important role to play in meeting or exceeding our client expectations.



COMMISSION OF INDIAN AFFAIRS GREG RICHARDSON

I nominate **Mickey Locklear** because of her hard work and efforts to assure that American Indian students stay in high school and are exposed to career options through the Educational Talent Search (ETS) program. The success of our youth is a key measure of our success as a Commission. ETS supports an annual Youth Unity Conference, which is held on a college or university campus for the purpose of exposing our students to a college atmosphere and the educational opportunities and options available to them. The program provides educational support for 650 American Indian students.



FACILITY MANAGEMENT TONY JORDAN

Sid Chambers has done a tremendous job developing our plan and making sure we capture all the necessary data. A big part of our plan was to improve communications with our stakeholders, which led to a complete transformation of our work order system. Sid worked with our software vendor to reset our program so that additional information is recorded and able to be transferred. The new Customer Work Request program became active in July and is now in use by about half of our building coordinators. It will become mandatory on Jan. 1, at which time we anticipate significant increases in our ability to track and respond to requests.

FISCAL MANAGEMENT ROBIN DIEHL

The Strategic Plan has emphasized the importance of those whose consistent good work may not always attract attention. Successful day-to-day operation is essential to our team's tasks being completed accurately, thoroughly and in a timely manner. It takes someone who is dependable and conscientious, a person for whom doing the job right the first time is a personal hallmark. In Fiscal, receptionist **Suzy Price** provides the "glue" that ensures a center of connectivity for all the working parts within the office. She approaches daily tasks, unexpected emergencies and special events with the same care and attention to detail, thereby aiding the office to accomplish its mission.

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HUB OFFICE BRIDGET WALL-LENNON

Patricia Jones, assistant to the director/office manager, has been most instrumental in the success of the HUB Office's Strategic Plan. She has taken the initiative upon to coordinate obtaining, compiling and entering the data for our monthly reports. She confers with the appropriate staff members and offers assistance in helping everyone make progress in their initiatives. She has met a major goal herself in helping us improve communications by creating a newsletter, THE HUB CONNECTION, whose first edition was published in summer 2010.



HUMAN RELATIONS COMMISSION JOHN CAMPBELL

I would like to recognize my entire team. A key aspect of our plan was the merger of our Community Relations and Fair Housing units, which included the cross-training of all staff. That has had unprecedented outcomes for the Commission. Because we have more staff working on investigations, we have closed more cases than ever before – and qualified for more federal dollars as a result. Some of my folks had concerns in the beginning of our process, but all staff bought into it and now they're all believers.



MAIL SERVICE CENTER FELIX DESANTIS

Barbara Coram is the person most responsible for our success in this area. She has taken the lead in all aspects of the strategic planning process. She works closely with the employees involved in developing, monitoring and tracking our progress. Her commitment and dedication to this process has been and will continue to be the benchmark for our success.

MANAGEMENT INFORMATION SYSTEMS BOB ZENKEL

Our strategic plan is based upon meeting our measurements, which are the result of everyone performing their duties at or above defined targets. Because our tasks are inter-related, I feel strongly that our accomplishments are team accomplishments. I am especially proud of the way our team has worked together to develop solutions for other Divisions needing resources to track and accomplish their goals.



MOTOR FLEET MANAGEMENT JOHN MASSEY

I'd like to recognize my core team: **Ron Allison**, Assistant Director; **Jackie Montgomery**, Vehicle Assignment Manager; **Robert Morris**, Repair Authorization Manager; **Danny Willis**, who has been our business manager since Motor Fleet was established in 1981; and **Miranda Miller**, our administrative assistant. Including me, we bring more than 100 years' combined experience to the job, which is essential given the challenges we've faced in the budget crunch. When you can't buy new inventory, the taxpayers' dollars have to last longer. These folks have worked hard to develop strong measures of accountability while keeping our vehicles safe and on the road.



N.C. COUNCIL FOR WOMEN JILL DINWIDDIE

This first round of Strategic Planning has been a challenge for us because the plan we inherited does not align well with the realities of when data becomes available for our programs. Assistant Director **Mary Williams-Stover** has been a tremendous help in translating the data we have to the current model, as well as in developing revisions that will better reflect the good work our staff is doing to serve at-risk women across the state. We also will capture outcomes from new initiatives that will enable us to more fully achieve our mission.



DIVISION OF NON-PUBLIC EDUCATION CHENÁ FLOOD

It is hard to nominate one person, because we all work hard to make sure that we accomplish our goals. However, registering new home schools in a timely manner is very important. I nominate **Pamala Finnell**, who receives the mailed Notice of Intent forms and the online submissions. She makes sure that all information is completed and documentation is accompanying the form. If there are any discrepancies she follows up with the registrant and makes sure they are well aware of what is needed in order to list their school as a legal home school. She works diligently to get all new home schools processed within two weeks.



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PURCHASE & CONTRACT JAMES STATON

The management team – **Jim Westbrook, Ralph Edelberg** and **Tina McLamb** – has done a very good job in pushing their teams to increase efficiencies. Workloads have been redistributed and productivity has improved. Processing time has been reduced, thanks to our state procurement specialists ensuring that agency documents are complete when submitted. Decreasing the number of bids with brand-specific specs has helped to increase competition and reduces costs. We also are looking at opportunities for developing new statewide term contracts by aggregating the needs of users statewide to increase purchase volume and drive down costs.



STATE CONSTRUCTION OFFICE GREG DRIVER

The State Construction Office operates as a team. Our sections within the office are intertwined, and staff routinely assist outside of their own section – on their own initiative – in order to accomplish SCO's mission of providing professional design, plan review and inspection services to ensure facilities funded and constructed by the State of North Carolina are safe, sustainable, efficient and cost effective. SCO's staff is motivated from a fire within, and we continually use our limited resources to efficiently accomplish the multitude of responsibilities statutorily placed upon us to the benefit of the citizens of North Carolina.



STATE PARKING DIVISION CATHY REEVE

I think it's my entire team, but of course it's the individual things they do that help us succeed. Operations Manager **Derrick Moore** has helped us to improve how quickly we respond to repairs so customers won't be inconvenienced. Our finance folks, **Wymetric Lyons** and **Madeleine Gordon**, are noting an increase in our overall revenue because we're doing a better job of identifying what's outstanding and addressing it quickly. Receptionist **Henrette Ellison** has a direct line now, allowing her to more effectively assist customers. And our parking attendants have reported a decrease in customer concerns. For example, more people use credit cards and get in and out faster.



STATE PROPERTY OFFICE SPEROS FLEGGAS

In the absence of a Director, the employees of the State Property Office have pulled together to increase the efficiency of its operations, which affects citizens and employees across the state. I credit its section heads – **Tim Walton, John Webb, Blane Rice** and **John Cox** – for providing the leadership and initiative to really get things done. And **Teresa Matthews** pulled it all together and is continuing to keep track of everything the Division has accomplished.

STATE SURPLUS PROPERTY AGENCY MICKEY SAULS

Ronda Lothringer, our Fiscal Officer, was instrumental in establishing our measurements back in FY2009, ensuring that they "told our story," and creatively using this resource as a tool that helps us better manage our business. Ronda regularly tracks and reports our measurements and makes recommendation on areas that need attention. As a result of her commitment and ownership of the process, our Division is in a much better posture for accountability. She understands our mission and, since she takes to heart our outcomes, is proactive in making suggestions that increase efficiencies and help us achieve our goals.

VETERANS AFFAIRS CHARLIE SMITH

Wayne Peedin, Assistant Director, was the instrumental in developing the format to obtain the data used by the Division of Veterans Affairs' Strategic Plan. He collects data and puts it in a format that can be used for our evaluation and he prepares the reports each month which are submitted to the Executive Team.

YOUTH ADVOCACY AND INVOLVEMENT OFFICE STEPHANIE NANTZ

Cynthia Giles has had the greatest impact on our Strategic Plan. During my maternity leave, Cynthia assumed the responsibilities for all aspects of YAIO's operations, including the strategic planning process. She did this while maintaining all the responsibilities of her current position. She was instrumental in responding to requests from Fiscal Research and ensured that the office was making progress on our defined measures and initiatives. She took on these responsibilities (and many more) on short notice and without complaint. Her efforts have been instrumental to our success.



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OTHER SIGNIFICANT CONTRIBUTORS CHRISTY AGNER

There are two people whose contributions to the Department's initial development of the Strategic Plan cannot be overlooked. One is **Beth Allison**, formerly of Human Resources, who spearheaded our first customer feedback exercise. These in-person meetings with stakeholders, as well as the online surveys, were extremely informative for our SWOT (strengths-weaknesses-opportunities-threats) analysis. It helped people understand what we were doing and why they should care about it.

And **Joey Ennis** of Management Information Systems deserves credit for developing an excellent [website](#) that allows us to document our process and highlight our successes. He showed us how we could use the website to underscore our branding and build on the Governor's theme of transparency. Other agencies used consultants to develop their sites, but Joey used his creativity to build an excellent site that complemented the Department's mission.

PRACTICING TO SAVE LIVES, PROTECT PROPERTY

By Moses Carey Jr., Secretary

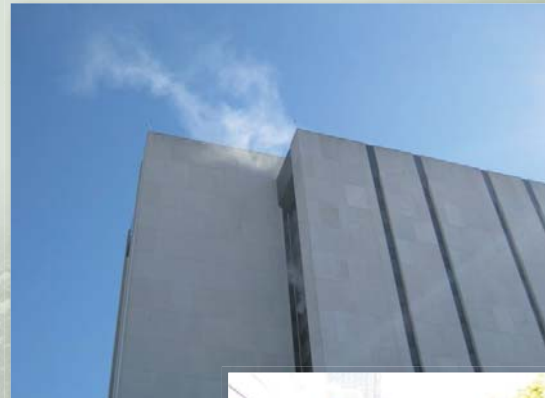
When you picture in your mind New York's Twin Towers engulfed in flames, or even fake smoke pouring from a fictionalized movie high-rise, the thought of at-risk workers exiting safely from a multi-story office building is a very real concern. It's one we develop plans for through our [Facility Management Division](#), but the unpredictable nature of such events make real-time drills vitally important in saving lives and property.

That is why the [Department of Administration](#) did not hesitate when we were approached by the Raleigh Fire Department with a request to conduct a high-rise training drill in a state office building. Such an exercise was held all day Oct. 23 at the Archdale Building, which houses the Departments of Crime Control and Public Safety, and Environment and Natural Resources. Our role was coordinated by Ricky Edwards of Facility Management.

The drill was repeated three times during the day to allow numerous fire departments and emergency medical response teams an opportunity to participate. Responders staged their equipment in the parking lot behind the Administration Building.

Fire department officials trained in a highly realistic, dark and smoke-filled environment. Responders practiced locating teams and hooking trucks into hydrant systems, but did not spray water during the drills.

While the exercise may have briefly inconvenienced those who live and work in the area, the impact of not training for potential crises could be far more devastating. We were proud to have played a role in this important activity, and thank our colleagues for their selfless efforts to protect our safety.



Fake smoke pours from an upper floor of the Archdale Building as a training drill begins.

Responders from the Raleigh Fire Department and several other stations, EMS and law enforcement arrive on scene.



A "victim" is located by responders and prepared for safe removal from the building.

FORMAL PROCLAMATION CEREMONY A FIRST FOR AMERICAN INDIANS

By Greg Richardson, Executive Director, N.C. Commission of Indian Affairs

There have been countless historic moments in the Old House Chambers over the years. Even the casual observer can sense that as soon as they enter the high-ceilinged room in the State Capitol, gaze at the towering portrait of George Washington, and imagine the robust debate that must have roared over the rows of polished wooden desks.

But something especially grand happened there on Nov. 3. Before a packed house of tribal members – including an Alaskan Indian family that recently chose Raleigh as its home – Gov. Bev Perdue formally proclaimed November as [American Indian Heritage Month in North Carolina](#).

Acknowledging the formal ceremony as a first, the Governor took time to read the entire proclamation aloud before signing it with eight pens – one each to represent our state-recognized tribes. She also paid tribute to our state's American Indian service members, whose contributions are acknowledged in this year's celebration poster, "Honoring the Legacy of Our Warriors." The handsome image was created by Jayce Williams, the Department of Administration's talented graphic designer.



Gov. Perdue with Molly Jacobs, Miss N.C. Indian Senior Citizen Coalition Princess, and Kerry Bird, Program Coordinator for the Teen Tobacco Use Prevention Program of the N.C. Commission of Indian Affairs.

As Commission Chairman Paul Brooks observed, it was a privilege to think where we started – as North Carolina's earliest inhabitants – to where we found ourselves that day, in the center of state government, surrounded by friends and family, and commended by our Governor.

ATTENTION FOCUSED ON MENTAL HEALTH NEEDS OF SERVICE MEMBERS

By Charlie Smith, Director, Division of Veterans Affairs



Charlie Smith

In September, happy families across our state and nation were eagerly planning homecoming parties for service members whose combat mission in Iraq officially ended. But for many of those who served, the trauma they experienced will overshadow any sense of celebration.

It's not easy to walk away from combat stress, and some of our best and bravest have found

themselves in the previously unimaginable position of returning home with drug or alcohol addictions. They need and deserve our support, but the unfortunate stigma of needing mental health services still lingers in the military, causing countless service members to suffer in silence.

I was proud to join Gen. Barry McCaffrey, the former U.S. Director of National Drug Control Policy, when he launched "National Recovery Month" on Sept. 1 at the Wilmington Treatment Center. Staffed by highly dedicated professionals and hailed as a national model, the center specializes in providing counseling to men and women in service and post-service, as well as their families.

On behalf of all North Carolina veterans and service members, I am proud to acknowledge Gen. McCaffrey's role in recognizing their needs through his efforts to both improve and increase access to meaningful treatment options. Truly a "Soldier's General," he has taken this issue to heart and inspired all who attended to embrace the challenge to do more for those who have sacrificed so much to ensure our freedoms.

FEMALE DELEGATION WORKS TO EMPOWER PAKISTANI WOMEN

By June W. Michaux, Deputy Secretary

We all are fortunate to live and work in a time when female leadership in state government is the norm and not the exception. With a female governor and majority on the Council of State, and many more women in executive roles, it is all too easy to overlook the years of struggle and inequity that preceded these accomplishments.

I was reminded of that quite vividly one October morning during an extraordinary meeting with nine female legislators from different political parties and regions in Pakistan. The delegation had just attended the Council of State meeting – a session led by Gov. Bev Perdue, in which financial and policy reports were presented and votes taken on multi-million dollar transactions. Such public meetings, I learned, do not occur back home.

I was joined by four women – each of whom has experienced “firsts” in their professional careers – invited to meet with the group and share our experiences: Linda Carlisle, Secretary of

Cultural Resources; Beth Wood, State Auditor; Cherry Berry, Labor Commissioner; and Jenny Lancaster, Chief Operating Officer of the Department of Correction.



Deputy Secretary June W. Michaux addresses the delegation as Leila Bekri, program director of the International Affairs Council, looks on.

Our distinguished guests, here as part of the U.S. Department of State's International Visitor Leadership Program, each are dedicated to enhancing open government and improving conditions for women.

“We are here to see what you do here and to share the things we learn with the women of our country,” said one second-term legislator.

Their comments and questions suggest they have their work cut out for them, but they will carry home ideas that may help to improve the lives of all Pakistanis.

Learning about their commitment to help empower women is a strong reminder of how far we've come. And realizing that women like us serve as role models around the world is both humbling and inspiring.

CYBER STALKING IS NEW DOMESTIC VIOLENCE CONCERN

By Julie A. Owens, Southwestern Regional Director, N.C. Council for Women

Your own cell phone can be used to help someone stalk you.

As an advocate for survivors of domestic violence and sexual assault, I thought I was familiar with the many ways victims can be stalked. But since attending the N.C. Conference of District Attorneys' Stalking in the Digital Age conference in Raleigh, I have learned about disturbing ways that computers and cell phones can deliver potentially dangerous details about our whereabouts.

Cell phones with GPS “locator service” are a key culprit. If activated, anyone with the account information can see where a cell phone is located and, by extension, where its owner likely is.

Abusers have been known to give such devices as gifts, especially to children. Tragically, battered women have already been found and harmed in shelters this way.

Another safety concern is information provided unwittingly by the at-risk individual through social networking sites, site as Facebook. A recent “upgrade” in the Facebook system makes phone numbers available – but they can be protected by adjusting privacy settings.

At-risk individuals and others concerned about their privacy should follow these steps to restrict access to their phone number: Select “Account” at the top of your Facebook page. Next, click on “Privacy settings.” Select “Custom,” then “Customize Settings.” Next, click on “Contact Info.” You can then customize your phone numbers for “only me” or whatever level you want.

For more information, visit the [Stalking Resource Center](#) at the National Center for Victims of Crime and [Project Safety Net](#) of the National Network to End Domestic Violence.

NEW ELECTRIC VEHICLES JOIN FACILITY MANAGEMENT FLEET

By Tony Jordan, Director, Division of Facility Management

People used to do a lot of funny things to test a car's quality. They'd kick the wheels. They'd rev the engine.

Well, I guess we could kick the wheels of the two new electric vehicles that joined the [Facility Management](#) fleet in late October, but we're more focused on keeping these "clean fuel" vehicles clean. And don't worry about the air-conditioning wasting precious battery life. These high-tech babies come with old-school fans built into the driver's side of the dashboard.

Furthermore, the only way you'd get these vehicles to "rev" is to stand next to one and growl. They are practically silent in operation, producing only a faint Dustbuster-like hum heard from the cabin.

Despite such seeming quirks, we are proud to welcome these energy efficient additions to the Facility Management fleet of service vehicles. And we are grateful to the Clean Fuel Advanced Technology Project (CFAT), which provided a \$21,000 grant to procure them.

Able to carry a 1,100 pound payload and travel about 40 miles on a single charge, the vehicles will be used primarily for landscaping jobs, delivery of project supplies and supervisory tasks by select managers. They also will be on display at various state events for the public to learn more about "clean fuel" technology.



NEW HIRES, RETIREMENTS NEW HIRES

Darnesia McKoy	Aug. 2	State Parking Division
Joseph Capron	Aug. 9	Facility Management
Charles Dixon	Aug. 9	Facility Management
Wayne Heilig	Aug. 19	Veterans Affairs
Travis Hardy	Sept. 1	Facility Management
Joseph Rippard	Sept. 1	Facility Management
Timothy Hall	Sept. 7	Facility Management
Robert Rue	Sept. 7	Facility Management
Duncan Cameron	Sept. 13	Facility Management
Cheri Toner	Oct. 11	Human Resources Management
Katrine Middleton	Oct. 13	Human Relations Commission
Maya Burt	Oct. 18	State Property Office
Patricia Bowers	Nov. 1	Office of the Secretary
Shareka Alexander	Nov. 1	Veterans Affairs
Robin Diehl	Nov. 3	Fiscal Management

RETIREMENTS

Dewey Stephens	Oct. 1	Fiscal Management
Joy Taylor	Oct. 1	Purchase & Contract
Grady Freeman	Oct. 1	Facility Management
Edwin Patterson	Oct. 1	State Construction Office

DIVISION NEWS

AGENCY FOR PUBLIC TELECOMMUNICATIONS

The Agency for Public Telecommunications marked its 30th year of serving the citizens of North Carolina on Oct. 20 during a meeting of the Board of Telecommunications Commissioners.

COMMISSION OF INDIAN AFFAIRS

The Commission swore in four new members on Sept. 10 with the assistance of **Rep. Ronnie Sutton**, a champion of American Indian issues in North Carolina. Sutton, who will be leaving the Legislature this year, was commended by **Secretary of State Elaine Marshall**, who delivered welcoming remarks.

More than two dozen employees from across the state attended a full staff meeting in Raleigh on Nov. 8, which was following by an employee appreciation luncheon.

FACILITY MANAGEMENT

Congratulations to **Ricky Edwards** for earning the Manager of Environmental Safety and Health Certificate from the N.C. State University Industrial Extension Service, the Safety and Health Council of North Carolina, and the N.C. Department of Labor.

Employees **Rebecca Squires** and **Jennifer Ahler** were featured in the N&O for preparing creative yet frugal work lunches:

<http://www.newsobserver.com/2010/08/25/645629/anelease-on-lunch.html>

FISCAL MANAGEMENT

Robin Diehl joined DOA as Chief Fiscal Officer on Nov. 3 following the Sept. 30 retirement of former CFO **Dewey Stephens**. Secretary Carey appointed **Samuel Jacobs** to serve as Acting Fiscal Officer during the interim period.



Secretary Carey hosted an Employee Appreciation Ice Cream Social on a balmy afternoon in September on the grounds of Facility Management. COO Anne Bander enjoyed her turn serving ice cream and chatting with DOA colleagues. She is joined by Secretary Carey and Charmaine Fuller Cooper, Director of the N.C. Justice for Sterilization Victims Foundation and co-chair of DOA's SECC campaign.

HUB OFFICE

Director **Bridget Wall-Lennon** received the Chairman's Award given by the 2010 Greater Raleigh MED Week for her service to the planning committee. She also received the Bobby Baskins "Point of Information" Award given by the 2010 NCMWBE Coordinators' Network at its 24th Annual Professional Development Conference in Wilmington.

Congratulations to **Rick Baskett**, who received his Certified Public Manager

certificate during a formal commencement ceremony held Oct. 11 at the N.C. Museum of History. The rigorous program is administered by the Office of State Personnel. Baskett was joined by **Secretary Carey** and commended along with other graduates by **Britt Cobb**, the Governor's Chief of Staff.

Happy Birthday to: **Bridget Wall-Lennon** (Sept. 16), **Patricia Jones** (Nov. 13), and **Grover Burtney** (Nov. 20).

HUMAN RESOURCES

The power went out in his house the morning of Nov. 5, so **Bob Schultz** was a little harried when he arrived at work. Imagine his surprise to realize he was late for a meeting – one to honor him with a "Lifesaver Award" for his exceptional team work in accepting additional job duties over the past several months. "Wow, this must be one of those pat-on-the-back things you hear about," said Schultz, who was given the award by Secretary Carey.



Bob Schultz receives his Lifesaver Award from the Secretary.

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Cheri A. Toner joined the HR team in October as its Workers' Compensation HR Specialist.

JUSTICE FOR STERILIZATION VICTIMS FOUNDATION

The Foundation launched its **toll-free hotline** on Oct. 26 to provide information and initiate the identification process for individuals who believe they were sterilized under the authority of the N.C. Eugenics Board program between 1929 and 1974. The number is **1-877-550-6013** (toll-free in North Carolina) or 919-807-4720. The hotline is operational from 10 a.m. to 4 p.m. Monday through Thursday.

Mail Service Center

In October, MSC Supervisor III **Dennis O'Neil** spent a wonderful week in Ireland with his lovely wife Marie. They toured Galway, Dublin and all points in between with some of Marie's family. It was a mighty *craic*! (In Raleigh-speak, that means a good time was had by all!)

MANAGEMENT INFORMATION SYSTEMS

LeeAnne Harris has joined MIS as a Technical Support Analyst. She will continue to be based at the Mail Service Center.

MOTOR FLEET MANAGEMENT

Motor Fleet launched a new five-vehicle "mini-motor pool" on Oct. 18 in the Downtown State Government Complex. Its purpose is to provide improved access to fleet vehicles for employees who need them for short trips to conduct state business.

N.C. COUNCIL FOR WOMEN

It's time to update your e-bookmarks: The N.C. Council for Women has updated its web address to www.councilforwomen.nc.gov.

SECRETARY'S OFFICE

On behalf of Gov. Bev Perdue, **Secretary Carey** presented a framed copy of the new American Indian Heritage Month poster to DOA Graphic Designer **Jayce Williams**, who designed it. It was signed by the Governor, who commended Williams for his "great work!" Joining the Secretary for the presentation was **COO Anne Bander**, **Deputy Secretary June W. Michaux**, and **Kerry Bird**

of the Commission of Indian Affairs, who guided this annual project. The print was framed by Facility Management.

Secretary Carey was appointed to the N.C. Interagency Council for Coordinating Homeless Programs, which advises the Governor and the Secretary of the N.C. Department of Health and Human Services on issues affecting people who are homeless or at risk of becoming homeless.

STATE CONSTRUCTION OFFICE

On behalf of Raleigh Mayor Charles Meeker, Secretary Carey presented State Construction Office Director **Greg Driver** with the Sir Walter Raleigh Award for "outstanding contribution towards enhancing the beauty of the City of Raleigh." The award, in the Community Appearance category, recognizes State Construction's role in improvements to Capitol Square and the Capitol East Entrance.

STATE PROPERTY OFFICE

Welcome to **Maya Burt**, who joined the State Property team in October as our Processing Assistant.

Happy Birthday wishes to **Tim Walton** (Nov. 25), **Glen Finnell** (Dec. 5), **Maya Burt** (Dec. 10), **Jeff Mulligan** (Dec. 19), and **Pam Strickland** (Dec. 22).



(from left) Kerry Bird, June W. Michaux, Jayce Williams, Moses Carey and Anne Bander

STATE SURPLUS PROPERTY AGENCY

Congratulations to State Surplus front office Processing Assistant III **James Mitchell**, who married Ashley Rose on Oct. 23. The couple was married in Topsail Island honeymooned in Las Vegas.

Federal Surplus has created a listserv to notify local governments and nonprofits when budget-stretching items are



State Construction Office Director Greg Driver is presented the Sir Walter Raleigh Award by Secretary Carey.

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available at the agency. Join our listserv at <http://lists.ncmail.net/mailman/listinfo/federalsurplus>, and please share this information with colleagues.

VETERANS AFFAIRS

We are pleased to welcome back **Brett Baldree**, who returned from Military duty on Oct. 5 and resumed his role as a District Veterans Service Officer in our Greenville District office.

Shareka Alexander started work in our Elizabeth City office on Nov. 1 as a processing assistant.

James McMinn, Processing Assistant IV at the State Service Office in Winston-Salem, welcomed the arrival of a new baby boy, Connor James McMinn, on Sept. 13.

Happy birthday to:

Martha Roark, Hickory (Nov. 3), **Paul Caudill**, Hickory (Nov. 6), **Janelle Benson**, Durham (Nov. 6), **Jimmy Bowles**, Greenville (Nov. 8), **Terry McMillan**, Durham (Nov. 9), **Judy Bryant**, Durham (Nov. 9), **Roger Smith**, Kinston (Nov. 20), **Barry West**, Greensboro (Nov. 27), **Diane Norris**, Raleigh (Dec. 3), **James McMinn**, Winston-Salem (Dec. 6), **Robert Jones**, Raleigh (Dec. 9), **Flavia Creech**, Kinston (Dec. 9), **Rosemary Keenan**, Wilmington (Dec. 10), **Ann Conde**, Garner (Dec. 11), **Alice Wrenn**, Hickory (Dec. 14), **James Whitehead**, Kinston (Dec. 18), **Joy Mallard**, Jacksonville (Dec. 19), **Treva Jenkins**, Kinston (Dec. 23), and **Joy Lewis**, Greensboro (Dec. 26).

North Carolina was the only state with four federally-designated regional

observances for Veterans Day: Charlotte, Fayetteville, Morehead City and Warsaw.

YOUTH ADVOCACY AND INVOLVEMENT OFFICE

Harriett Southerland heard the challenge and rose early to participate in the National Make A Difference Day on Oct. 23. She and fellow N.C. State Alumni spent the morning painting the Pullen Park fence. Thank you Harriett for Making A Difference!

YAIO was awarded a \$47,190.12 grant to create up to 10 Student Energy Internship and Fellowship Program positions. The new slots will be part of the 2011 State Government Internship Program.

SECC Special Events

DOA's State Employees Combined Campaign, co-chaired by Charmaine Fuller Cooper and Trumelia Hawkins, raised more than \$27,672 through employee donations and fundraising events, such as the fourth annual Flu Shot Bake Sale and a Fish Fry at the Mail Service Center. Secretary Carey, who will be chair of the statewide SECC drive next year, did his part to encourage DOA participation. He promised to wear a costume chosen by donors if a fundraising goal was met, and donned this Darth Vader costume during the Division Coordinator's Recognition Event in October. He even playfully knighted leaders when they accepted their certificates of appreciation. He is joined at right by SECC Director Mary Paisley.



Theron Locklear (left) of the Mail Service Center preps and fries fish for SECC event fundraiser. Bake sale treats (right) were donated by DOA employees.



DIVISION NEWS-CONTACT LIST

Do you have good news you'd like to share with DOA colleagues?
Please submit items to your Division Coordinator listed below.

Agency for Public Telecommunications
Commission of Indian Affairs
Council for Women
Division of Facility Management
Division of Non-Public Education
Division of Purchase & Contract
Division of Surplus Property
Office of Fiscal Management
Office of Historically Underutilized Businesses
Human Relations Commission
Human Resources Management
License to Give Trust Fund Commission
Mail Service Center
Management Information Systems
Motor Fleet Management
Secretary's Office
State Construction Office
State Property Office
State Parking Systems
Veterans Affairs
Youth Advocacy and Involvement Office

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Secretary Moses Carey Jr., N.C. Department of Administration

Anne Bander, Chief Operating Officer

Jill Warren Lucas, Director, Communications Office

Jayce Williams, DOA Graphic Artist